King County

Exhibit A: Background, Current Environment, and High-Level Requirements for Auto-Discovery and Asset Management Implementation within the Department of Executive Services

A. Introduction to King County Government

Located in the scenic Pacific Northwest, King County is a multi-purpose government that provides regional, sub-regional, and local services to the county's residents. The most populous county in the State of Washington, King County is comprised of more than 2,100 square miles and has a population of more than 1.7 million people.

King County provides regional services to all residents of the county, including people who live in cities. Regional services include courts and related legal services, public health services, the county jail, records and elections, property tax appraisals and regional parks and facilities. King County government is also responsible for public transit and sewage disposal.

King County provides sub-regional services, such as animal control, in many suburban cities. In unincorporated communities, King County provides local services as well as the regional and sub-regional services mentioned earlier.

Local services provided to citizens in unincorporated areas include land-use regulation, building permits, police protection, roads, and local parks. Additional local services in unincorporated communities are provided by fire, water, library and hospital districts which operate independently of county government.

B. Introduction to the Department of Executive Services

The Department of Executive Services provides nearly all internal services to King County government and a variety of public services to its citizens. The department includes the following divisions: Information and Telecommunications Services; Records, Elections, and Licensing Services; Human Resource Management; Facilities Management; and Finance and Business Operations. It also includes the Offices of Risk Management, Civil Rights, and Emergency Management.

DES employs approximately 1,050 individuals. Its staff provides a variety of services, such as vehicle/marriage/ animal licensing, voter registration, elections, emergency and disaster planning, civil rights enforcement, cable, data and voice communication, employment, risk management, lobbyist registration, county procurement, and receiving property tax payments.

C. Introduction to the Information and Telecommunications Services Division

The Information and Telecommunications Services Division (ITS) supports the information technology and telecommunications needs of King County government, including cable, voice, and data communication. ITS employs approximately 200 individuals.

A. Current Environment Characteristics

The recommended solution will be used to track a wide variety of equipment. Much of the equipment is attached to the network and will be discoverable, but a portion of the equipment is not directly attached to a network. Following are brief descriptions of the characteristics of the types of equipment within the current environment where the recommended solution will initially be used.

Table 1
Characteristics of Equipment to be Tracked by the Recommended Solution

Equipment Type	Characteristics
Wide Area Network	Two separate networks, one using Cisco equipment, and the other using Marconi equipment. Some equipment is five or more years old, the oldest is 10 years old. WAN link bandwidth currently ranges from 56K to 1 Gigabit with few sites at 56K. WAN links include a wide range of physical layers, including Ethernet, ATM, Frame Relay, T1, DSL, ISDN, and Wireless. While the largest segment of WAN traffic is TCP/IP, IPX, DECnet, AppleTalk and others are present.
Servers	Servers within King County's Microsoft Windows Server 2003 Active Directory environment. Servers outside King County's Microsoft Windows Server 2003 Active Directory environment. Multiple operating systems, including Sun Solaris, HP-UX, HP Tru64, Windows 2000, Windows NT, Windows 2003, and Red Hat Linux. Geographically dispersed among several buildings and floors.
Desktops	Geographically dispersed among several buildings and floors. Primarily MS XP operating system with a small number of other Microsoft operating systems and Apple computers. Primarily MS XP/2002 and 2003 Personal Productivity Suites (Word, Excel, Outlook, Access, etc.)
Software	ITS plans on tracking installed software and usage of installed software. The majority of software ITS wishes to track is Microsoft-based.
Non-Discoverable Items	ITS plans on tracking a wide range of non-discoverable items in the asset management database. These items include, but are not limited to DSU/CSUs, disk arrays, cabinets, and racks.
Printers/Plotters/Scanners	Printers/plotters/scanners within and outside of the KC Microsoft Windows 2003 AD environment.

At the point that the tool is deployed beyond the Department of Executive Services, it is expected that additional hardware and software will be encountered. Some examples include, but are not limited to, older versions of Microsoft operating systems and personal productivity suites, Dell switches, and equipment located on Novell networks.

B. Approximate Quantities of Equipment Types

The following table shows approximate quantities of equipment ITS plans on managing during the initial implementations to ITS and DES. These quantities are approximations only. These numbers **do not** represent all equipment owned and maintained by King County.

Table 2
Approximate Quantity of Equipment to be Tracked by the Recommended Solution

Platform or Equipment Type	Approximate Quantity	Notes
Cisco-Based Network	600 – 650	The quantity listed is an approximate number of Cisco-based equipment that ITS wishes to track. The Cisco-equipment includes routers and switches of many different models and vintages, dating back to the mid 1990s.
Marconi-Based Network	175 – 200	This network includes, but is not limited to, the following types of equipment: Marconi switches, Fore System switches, Marconi ViPR equipment, and SIP servers. Some of this equipment is not SNMP enabled.
Servers ITS would like to initially manage by installing an agent	50 – 100	Initially, ITS would like to install agents on a limited number of servers with the ability to install an agent on other servers at a later date.
Servers ITS would like to initially manage without installing an agent	50 – 100	
Desktops	1500 – 1600	
Printers/Plotters/Scanners	150 – 250	
Non-discoverable Equipment	100 – 200	This group includes a wide variety of equipment including but not limited to DSU/CSUs, disk arrays, cabinets, and racks.

C. Approximate Number of End-Users

ITS expects to have 15-20 end-users using the asset management system. About five to ten of these users will be on-going; the additional users will be intermittent.

ITS expects the vendor to provide appropriate licensing pricing information to meet these end-user needs. The ability to have additional end users is welcome if the pricing does not increase as a result.

Desired Functional and Technical Requirements

This section provides a high-level summary of key characteristics that ITS is seeking in an auto-discovery/asset management solution. The questions posed in Exhibit B represent a wider range of attributes being sought in a future solution.

A. Global Requirements

The strongest responses for an auto-discovery and asset management solution will present a mature, market-tested solution that has successfully been implemented in environments with diverse equipment (hardware and software) and successfully integrated into an organization's overall asset life-cycle management solution.

As ITS strengthens its approach to life-cycle cost management and support, it will be essential for the solution to be robust enough to adapt and integrate well with future initiatives, such as linking asset data with trouble tickets assigned by the help-desk, desktop management tools, and enterprise-wide financial systems.

King County highly prefers solutions using out-of-box functionality.

B. Requirements of the Auto-Discovery Solution

It is desirable that the auto-discovery solution have options for discovering equipment using either agent or agentless protocols. ITS expects the auto-discovery tool to be able to scan specific portions of a network or sub-net. The tool should be capable of running scans unattended at predetermined times and/or being able to run continuously using a defined amount of bandwidth. The tool is expected to monitor software usage. It must have proven success working in a complex environment that includes diverse hardware, operating systems, and applications.

C. Requirements of the Central Asset Management Database/Repository

The central asset management solution must allow ITS to easily import existing asset management data to the new system. Existing data is currently stored in tables and/or databases in MS Excel, MS Access and MS SQL. The asset management solution must allow for real-time access and the ability to add an unlimited number of data/equipment attribute fields that are defined by the user. The solution must include user-defined query capabilities and ad-hoc reporting capabilities and have the ability to export data into Excel. It will be desirable for the solution to have an integration engine that allows data within the database to readily be shared with a variety of other systems at no additional cost.

The central database/repository must be able to track software licenses assigned to individual users and report software usage and license compliance. It is highly desirable that the solution be able to associate individual pieces of equipment with existing hardware maintenance agreements and track compliance between deployed software applications and existing software license agreements.

ITS supports the following server platforms. The chosen solution must be stored and executed on one of these platforms:

- HP-UX 11i and HP PA-RISC or Itanium 2 (Intel) processors
- Windows Server 2003, Standard or Enterprise Edition and Intel processors
- Red Hat Enterprise Linux AS or ES version 3 or 4 and Intel processors

ITS' standard web reporting feature is Microsoft SQL Reporting Services. It is preferred that the web reporting solution presented use this tool as well.

D. Knowledge transfer and development partnership

The installation of an auto-discovery and asset management solution will potentially provide the Department of Executive Services with an opportunity to update and revise existing asset management policies and procedures. In order to learn and apply best practices, the King County Project Manager and Project Team are interested in learning about best practices as observed by experiences experts on the Selected Vendors' Team.

E. Security Requirements

It is important for the selected solution to allow for a unique user identifier and strong password for each authorized user (minimum 8 characters in length composed of at least three of the following four elements: lower-case letter, upper-case letter, number, and symbol). The tool must have role-based security, limiting access for roles such as system administrator, system engineer, tool user, and report user. As a component of role based security, the asset management database must establish restricted access of the database for end users (i.e. allowing the Radio Shop staff to only have access to data associated with the Radio Shop.).

F. Privacy Requirements

The recommended solution shall conform to the requirements of any privacy legislation in force. This may include aspects such as preventing inappropriate access to records (by both internal and external parties) and providing adequate protection of data.

The Selected Vendor may be expected to document how privacy rules are enforced within the recommended solution.

For additional information regarding King County policies on privacy, vendors may visit: *http://www.metrokc.gov/terms.htm#privacy*

G. Backup and Disaster Recovery

As part of the Proposal Response, the vendor shall present a backup and disaster recovery strategy that will ensure the safe-keeping of the information stored within the asset management database/repository.

H. Documentation

Documentation shall be provided for all tool user roles (system administrator, system engineer, tool user, report user, etc.). Documentation shall have sufficient information to allow the recommended solution to be managed entirely by internal staff.

It is important that the documentation be of high quality, accurate, and simple to use. The Proposer shall indicate any areas not completely addressed by the documentation.

I. Desired Implementation Time Line

Once all necessary hardware has been purchased and the contract has been signed, ITS expects the chosen solution to be fully implemented within ITS within approximately four months and within the remaining DES Divisions and Offices within an additional two to four months. Full implementation includes installation, data population, personalization, testing, training, and implementation/go live.

In responding to this RFP, Vendors are asked to submit a detailed project plan that addresses these phases of the project. Please see Exhibit B, Section 7.0 for additional information.

J. Potential for Expanded Use of Recommended Solution

ITS plans on deploying the selected solution within ITS and then, using a phased approach, within the other Offices and Divisions of the Department of Executive Services. ITS will also make the solution available for use by other agencies within King County within approximately six months of procuring the recommended solution.

K. Additional Information

ITS reserves the right to enter into contracts with more than one vendor as a result of this RFP. ITS reserves the right to purchase additional products which may provide additional functionality associated with the selected product at a future point in time. One example, but not the only possibility, of future functionality would be to purchase a desktop management tool that integrates with the asset management database.

Management Section

1-1 Vendor Contact Information

The Proposer shall provide contact information. The information provided will be used in communicating with the Proposer, if necessary.

1-2 Recent Experience

The Proposer shall respond to a number of questions relating to auto-discovery and asset management implementations that the company has implemented in the past 24 months.

1-3 Existing Installations of Asset Management and Related Software Within King County

Vendors shall identify agencies within King County government where the recommended solution, or a portion of the recommended solution is currently installed. Vendors may also list related applications that are currently installed in King County governmental agencies.

1-4 Examples of Prior Installations

Provide three examples of prior installations that are similar to our environment. This question is being asked to gain a greater understanding of the types of customers currently using your auto-discovery and asset management product. ITS will not contact customers identified in this portion of the RFP during the Stage One evaluation (unless the contact is the same as in the response to question 1.3.1 c).

During the Stage Two portion of the evaluation, ITS will ask vendors to provide two customer references. These references may be the same as or different from the ones provided in Exhibit B, Section 1.4.

1-5 Project Resources

Vendors are asked to identify up to five individuals your company plans to allocate to this project. This shall be a realistic estimate, based on the actual staff and resources that the Proposer has available at the present time. It is desirable for at least some of the team members to have prior experience working with public sector agencies.

1-6 Additional Financial Questions

Vendors shall respond to several additional financial questions relating to their company.

2-0 Recommended Solution

2-1 Recommended Solution

Vendors are to respond to a series of questions relating to the recommended solution that they are presenting for King County/ITS' consideration. Responses will be judged based on completeness, ability to track a variety of equipment running a variety of operating systems, ability to successfully integrate into King County/ITS' overall asset management solution, and how well the recommended solution appears to meet current and future needs.

2-2 Technical Overview/Systems Architecture

Vendors shall respond to a series of questions relating to technical aspects of the system. Responses will be judged based on completeness, thoroughness, and how well the technical aspects of the system fit into ITS' current environment.

3.0 Auto-Discovery

3.1 Approach to Discovery

Vendors shall respond to a series of questions relating to their recommended solution's approach to auto-discovery. Responses will be judged based on completeness and how well the recommended solution's approach to discovery meets ITS' discovery needs. The strongest responses will be sensitive to band width usage, be capable of scanning specific sub-nets, provide for both agent and agent-less approaches to auto-discovery, allow agents to be installed remotely, demonstrate an ability to work in an Active Directory environment with minimal interruptions and discover equipment located on a Novel sub-net.

3.2 Discovery: Hardware Equipment

Vendors shall respond to a series of questions relating to their recommended solution's ability to discover a variety of hardware equipment. The strongest responses will be able to discover a wide range of equipment.

3.3 Discovery: Attributes of Hardware

Vendors shall respond to a series of questions relating to the type of attributes their recommended solution is capable of identifying. The strongest responses will be able to discover a wide range of hardware attributes.

3.4 Discovery: Discovering Attributes of Software Installed on Equipment

Vendors shall respond to a series of questions relating to the type of software attributes that their recommended solution is capable of identifying. The strongest responses will be able to discover a wide range of software attributes.

3.5 Discovery: Tracking Software/Printer Usage

Vendors shall respond to several questions relating to software usage and printer usage. The strongest responses will have a well developed software usage tracking component.

4.0 Asset Management Database/Repository

4.1 Screen Layout/Data Fields

Vendors shall respond to a series of questions relating to the attribute fields within the database/repository. The strongest responses will be able to track a variety of attributes, allow end users to add an unlimited number of additional fields, and account for multiple values for the same attribute.

4.2 Data Accepting, Updating, Reconciling, and Retiring

Vendors shall respond to a series of questions relating to how individual records within the database are accepted, updated, reconciled, and retired. The strongest responses will demonstrate that the database is able to accept and update records a variety of ways, including manual entries, mass updates, and accepting data from a bar code reader. It is desirable that the database provide the capability to allow the end-user to review potential updates to equipment attributes before accepting the changes.

4.3 Querying, Reporting, and Extracting

Vendors shall respond to a series of questions relating to the database's querying, reporting, and extracting capabilities. The strongest responses will allow the end-user to query any field in the database, export query results into Excel, provide for a wide variety of pre-set reports, customize reports, and schedule reports to be run at specific times. It is higly desirable that the recommended solution is able to produce a number of specific reports that are described in several of the questions within the section.

4.4 Associating Hardware and Software to Contracts and Service Agreements

Vendors shall respond to a series of questions relating to the database's ability to link equipment records to contracts and/or maintenance agreements. The strongest responses will demonstrate an ability to perform these functions as well as the ability to send a notice when software usage reaches and/or exceeds the allowable number of instances.

4.5 Integration

Vendors shall respond to a series of questions relating to the database's ability to exchange information with a variety of applications. The strongest responses will show that the recommended database is able to exchange data with a wide range of applications without requiring significant resources to establish the data exchange.

4.6 Additional Questions Relating to Asset Management

Vendors shall respond to a series of additional questions relating to asset management. The strongest responses will show minimal manual data entry is required and that the training for end-users to perform specific functions is straight-forward. Proposal Evaluators will also be looking at which Active Directory permissions, if any, are required to run the solution and how closely aligned the recommend solution's Active Directory permission requirements are to the County's existing Active Directory structure.

5.0 Auto-Discovery and Asset Management

5.1 Security

Vendors shall respond to a series of questions regarding security. The strongest responses will demonstrate strong security features.

5.2 Support, Training, Releases

Vendors shall respond to a series of questions regarding support, training, and releases. The strongest responses will demonstrate the vendor's ability to provide support during normal business

hours, Pacific Standard and Pacific Day-light time, show that major releases are issued at least once every two years, and that any patches are distributed free-of-charge.

5.3 Licensing Structure/Annual Maintenance Questions

Vendors shall respond to a series of questions regarding their recommended solution's licensing and annual maintenance structures. Proposal Evaluators will be reviewing responses to this section to learn more about how the individual company structures licensing and annual maintenance.

5.4 Experience Required to Support

Vendors shall respond to several questions regarding the level of experience required to install, configure, and operate the recommended solution. Proposal Evaluators will be reviewing responses in relation to the staff experience and skill currently available within King County ITS.

6.0 Project Plan

6.1 Project Plan

Vendors shall submit a proposed project plan for this project. Proposal Evaluators will review the project plan for completeness, level-of-detail, reasonableness, and duration.

7.0 Screen Shots

7.1 Screen Shots

Vendors shall submit copies of screen shots of each main screen within the database/repository. Proposal Evaluators will review the screen shots for general layout, general ease of viewing, and general ease of navigating.

8.0 List of Pre-Set Reports

8.1 List of Pre-Set Reports

Vendors shall submit a list of pre-set reports available with the database. The strongest responses will list a wide range of reports, including a number of reports that can be used for equipment replacement budgeting and forecasting.

9.0 Data Dictionary

9.1 Data Dictionary

As an optional basis, vendors may submit a data dictionary of fields within the database. Note that vendors who advance to Stage Two of the Selection Process may be asked to submit a data dictionary during the interview process.

Pricing Section

10-0 Pricing

Vendors shall provide responses to a series of pricing questions.

Term	Definition Add additional definitions from the Oregon RFP
AD/AM	Refers to the vendor's recommended solution for providing an auto-discovery and asset management solution for King County ITS.
Administrator	A generic term not used in the County's requirements document. Instead, we use "site administrator" (who manages a site or sites), "system administrator" (who manages the WCMS), and "system engineer" (who manages the hardware and OS where the WCMS resides). Detailed definitions appear below.
Auto-Discovery	To remotely determine what hardware and software are attached to a network or installed on a personal computer (pc)
Configuration	The way a system is set up or the assortment of components that make up the system. Configuration can refer to either hardware or software or the combination of both. Configuration also implies that a system administrator can modify the application without having to make coding or database structure changes.
Customization	Refers to the advanced changes in design or operation of an application which does not come "out of the box".
DES	Department of Executive Services
End-User	Individuals within King County who access and use the data within the asset management repository. Activities include, but are not limited to, adding new asset records, querying data, performing mass updates, etc. Examples of end-users include, but are not limited to, LAN administrators, individuals responsible for tracking fixed assets, and managers.
Integration	Combining software or hardware components or both into an overall system. Within this RFP, integration can also refer to the ability for the languages and codes that two different applications use to communicate with each other (exchange data) and any hardware required to make the integration possible.
ITS	Information and Telecommunications Services Division
System Administrator	An individual(s) who manages the Auto-Discovery/Asset Management solution within King County.
System Engineer	An individual who manages the hardware and OS where the Auto-Discovery/Asset Management solution resides.